

Senior Services Department

City of Newton Performance Management Scorecard
February 2013

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide social work and advocacy services to seniors and their families to help them access resources								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	89	89	72		664	668	
% of requestors who receive assistance	Maintain the % of people receiving assistance.	100	100	100			100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	100	100	100			100	
2. Provide quality transportation services for seniors to important locations								
Number of unique riders	Maintain or increase the number of riders accessing transportation services	224	224	211		1789	1810	
Total rides provided	Maintain or increase the number of rides provided.	1433	1433	1342		12057	11859	
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.								
Number of programs offered	Maintain or increase the number of programs offered	49	49	61		416	425	
Number unique program participants	Maintain or increase the number of program participants	448	448	469		3865	3026	
Total program participants	Maintain or increase program participation	1120	1120	1086		8421	9798	

Notes